

# What is your missing link when it comes to **training your Food Service teams?**



We design a customized Dining Training program that seamlessly integrates with your current training.

## **“But we’re already doing dining training for our staff.”**

Our training adds a two-fold approach to your program: We integrate the principles of Service Excellence & Hospitality (how to look, act, and speak to your guests) with a comprehensive dining training program that takes your service to another level. Think “5-star approach to fine dining.” Our goal is to have your staff deliver a positive and lasting impact for your company and your customers!

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*“Bob’s focus on “hospitality” and service excellence has made a huge difference in our team and the way they interact with our customers as well as each other. Can’t wait to bring him back again this year for additional training.”*

— Pam H., Catering and Restaurant Owner

*“The Front-of-House Wait Staff training is a 5-star approach to fine dining. We were missing those elements in our ‘restaurants’ (We love that name change that Bob helped us with!) and our customers love it now, too!”*

— Tammy D., CEO, Senior Community

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**Contact Bob for a complimentary consultation to see how he can help you with the missing link to increase the loyalty, engagement, and happiness of your customers and employees!**



**BOB**  
**PACANOVSKY**  
*Creating an impression that LASTS!*

KEYNOTE, CONFERENCE,  
and CORPORATE SPEAKER

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[www.BobPacanovsky.com](http://www.BobPacanovsky.com)

[Bob@BobPacanovsky.com](mailto:Bob@BobPacanovsky.com)

**330.352.6084**